

**THE ACTIVITY OF ORDER TAKER
IN HOUSEKEEPING DEPARTMENT
AT AGAS INTERNATIONAL HOTEL SOLO**



FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the

English Diploma Program, Faculty of Letters and Arts

Sebelas Maret University

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**ENGLISH DIPLOMA PROGRAM
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SEBELAS MARET UNIVERSITY
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MOTTO

" Where there's a will there's a way"

***"Whether you think you can or can't, either way you
are right"***

DEDICATION

I would like to dedicate this final project to:

My dearest parents

My boy friends

Myself

My friends

PREFACE

The writer would like to say thanks to ALLAH SWT and the Prophet Muhammad SAW who have given blessing in finishing this final project report. Thanks to all persons who have supported the writer in finishing this final project entitled “The activity of Order Taker in the Housekeeping Department at Agas International Hotel Solo”.

The writer is interested in discussing the works of Housekeeping Department because it is a department which gives a big contribution to the hotel. Many duties which have to be done make this department work hard.

Though this final project, the writer wants to describe how to Order Taker Housekeeping works and what problems are faced. The writer also offers some solutions to the problems. It needs some techniques to make the departments work as effectively as possible. The right solutions will make the department be able to maximize its work.

This report is relatively far from being perfect, the writer hopes it can be beneficial for all of reader. Finally, the writer would like to thank all sides that have supported from the beginning until the completion of this final project.

Surakarta, June 2010

Dita Ristiana Permatasari

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First of all the writer would like to thank to ALLAH SWT for the blessing and guidance to accomplish this final project report entitled “The Activity of Order Taker in the Housekeeping Department at Agas International Hotel Solo”.

This report is partial of the requirement in obtaining degree in the English Diploma program, Faculty of Letters and Fine Art at Sebelas Maret University. The writer would not be able to accomplish this work if the writer was not helped and supported by others. Therefore, in this opportunity the writer would express gratitude to:

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your bless to reach my dream in my live. I will make you proud of me.

Please apologize my mistakes.

8. My Sweetheart “ Lendy” thank your patience, support, and great love for me. You’re my true prince that always illuminates my day. You’re my inspiration and different with other. Love u so much beebeh.....!
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Dita Ristiana Permatasari

ABSTRACT

Dita Ristiana Permatasari, 2010, The Activity of Order Taker in the Housekeeping Department at Agas International Hotel Solo, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

One of the important elements for the Hotel's operational activities, is Housekeeping Department. Housekeeping Department in Agas International Hotel Solo which has a vital function in providing service to the guests especially those related to sophisticated service, attractiveness, completeness, cleaning service and other public services in order to guarantee satisfaction and comfort for all guests and employees.

This final project report was written based on the job training in Agas International Hotel Solo. The objectives of this final reports is to describe the activity of order taker in Housekeeping Department at Agas International Hotel Solo. And the benefits of this final reports is the writer can get supporting point in the hotel industry, add more experience and knowledge about the hotel field as a skill to enter the field work.

The data for this report were taken from the interview with Housekeeping crews at Agas International Hotel Solo and from the observation of the activities of the Order Taker at Agas International Hotel Solo.

The duties of Order Taker is reporting the most actual condition of room status to Front Office department, making the "housekeeping report" then reporting them to related section, informing to room attendant if there is any room check in or check out, and handling the housekeeping administration. This final project report also has purpose to describe the problems and the solution for problems that are faced by Housekeeping Department in Agas International Hotel Solo.

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THE ACTIVITY OF ORDER TAKER

**IN HOUSEKEEPING DEPARTMENT
AT AGAS INTERNATIONAL HOTEL SOLO**

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Dra. Susilorini, MA²

ABSTRACT

2010, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

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CHAPTER I

INTRODUCTION

A. Background

Nowadays, Indonesia is one of the developing countries that relies on tourism sectors as source of foreign currency. Hotel is one of the tourism sectors that can increase country income, because every tourism industry has many kinds of work activities, which have relation to tourism, and hotel belongs to one of them. As one of tourism sectors hotel must be able to give the best service to the tourist.

Hotel is one of the tourism industries that can increase country income. The development of tourism industry itself is parallel with the development of the hotel industry. It means that hotel industry develops is Surakarta where tourism exists. Therefore, Solo is one of the town in Central Java, where tourism exists and develops. Generally the development of the hotel industry in Solo is shown with the number of hotels which are built and particularly good service which are given to the customers or guest.

There are a lot of hotel division branches. The staff runs the hotel based on their capability and position or where the division they are involved. Teamwork of every branch influenced the work result of hotel.

Hotel management has a lot of divisions based on the team works, such as Executive Officer, where General Manager (GM), Executive Assistant of Manager (EAM), and other staff. Every division supports one and other.

Agas International Hotel is one of the three star hotels in Solo which is able to give good service and professional service. This hotel gives priority for customer satisfaction. Therefore, this hotel pays attention for service system for the guest because hotel reputation depends on guest satisfaction.

Based on the explanation above, the writer discovers some important things that fulfilled in tourism industry and each of them plays important role in supporting tourism industry. The writer has done job training at the Housekeeping department from March – May 2009 in Agas International Hotel Solo. This Job Training is done to fulfill the requirement for the English Department Diploma Degree.

The writer has chosen Agas International Hotel Solo for the Job Training because it is a hotel with a good brand and reputation. Agas International Hotel Solo is one of the three-stars. This hotel keeps growing well until now in Solo. During the Job Training, the writer was interested in observing the facilities to serve the guest at the Housekeeping Department, because it plays important role in Agas International Hotel Solo. Observing the facilities to serve the guest considered important because it can increase the income of the hotel.

B. Objectives

The objectives of this final reports is to describe the activity of order taker in Housekeeping Department at Agas International Hotel Solo.

C. Benefits

1. To the writer

The writer can get supporting point in the hotel industry, add more experience and knowledge about the hotel field as a skill to enter the field work.

2. To the readers

The final project is expected that this report can be a reference needed by other writers in writing final project report.

3. To the hotel

The report can give some benefits to the hotel by giving information and give some input for a better development and support them to improve their quality and services at Housekeeping Department.

CHAPTER II

LITERATURE REVIEW

A. Hotel

1. Definition of Hotel

Hotel is a place to stay and people have to pay the charge per night. As the growth of business, hotels are now not only giving the room facility, but also

the other services, like restaurant, bar, pool, meeting room, etc. Hotel as a supporting facilities operating for 24 hours, is a commercial service which keeps improving its service quality to the guest.

There are some definitions about Hotel. According to Charles E. Steadman and Michael L. Kasanava : "a hotel may be defined as an establishment whose primary business is providing lodging facilities for the public and which furnishes one or more at the following service; food and service, room service, uniformed service, laundering of linens, and use of furniture and fixtures" (2003:8). From definition above, it can be concluded that Charles E. Steadman and Michael L. Kasanava defines that hotel is an establishment of which primary business is providing lodging facilities. While according to Government Decree of Tourism and Telecommunication Minister, Number KM/ HK 103/ MPPT – 87 a hotel is: "suatu jenis akomodasi yang mmpergunakan sebagian atau seluruh bagian bangunan untuk menyediakan jasa pelayanan, penginapan, makan dan minum serta jasa lainnya yang dikelola secara komersial serta memenuhi ketentuan persyaratan yn ditetapkan didalam keputusan pemerintah".(Hotel is an accommodation that uses a part or entire building to provide in service for public that organized commercially and requirements determined in the governments decree). Based on the definition above, it can be concluded that Government Decree of Tourism and Telecommunication Minister defines that hotel is an accommodation that uses a part or entire building to provide in service for public, which fulfill the requirements determined by the government.

2. Classification of Hotel

Hotel are classified into different types , based on several factors that are related to one another.

a. Classification of hotel based on the standard system.

According to standard system of hotel, hotel is divided into four types:

- 1) International Standard Hotel,
- 2) Semi International Standard Hotel,
- 3) National Standard Hotel,
- 4) Non-National Standard.

The decision of the standard of a hotel depend on the following standard system.

- 1) System of Management,
- 2) System of Room Capacity,
- 3) System of Facilities,
- 4) System of Employment,
- 5) System of Administration.

b. Classification of hotel based on the location:

- 1) City Hotel

A city hotel is a hotel which is located in the downtown, most of its guest are businessman.

2) Resort hotel

Resort hotel that is located in tourism area. Usually the guests do not have business activities, but they just want to have leisure time. Resort hotel can be divided into five kinds. They are: Mountain Hotel, hotel that is located in mountain area. Lake Hotel, hotel that is located in lake side. Beach Hotel, hotel that is located in shore. Hill Hotel, hotel that is located in range of hill area. Forest Hotel, hotel that is located in protected forest.

3) Suburb Hotel

A suburb hotel is located in the outskirts of city. Usually it used as a transit hotel.

4) Urban Hotel

An urban hotel is located in a big city or in town. It usually used for a meeting or conference, or enjoying some leisure time

5) Airport Hotel

Airport and hotel are located in one complex of building. The guests are usually the airplane passengers.

Agas International Hotel Solo is classified into city hotel because the hotel is located in downtown. It concluded as a city hotel. The guests are usually tourists who comes from other city to have a vacation in Solo.

c. Classification of hotel based on the number of room.

1) One- star hotel.

It is a hotel, that provides at least 15 rooms, uses inner bath room, and the size of the room is about 20 M²

2) Two – star hotel.

It is a hotel that provides at least 15 rooms, uses inner bathroom, and have 1 suite room. The size of the room is about 22 m², and the size of suite room is about 44m².

3) Three star – hotel

It is a hotel that provides at least 20 rooms, uses inner bathroom, and have 2 suite rooms. The size of the room is about 24 m², and the size of suite room is about 48 m²

4) Four – star hotel

It is a hotel that provides at least 50 rooms, uses inner bathroom, and have 3 suite rooms. The size of the room is about 24 m², and the size of suite room is about 48 m².

5) Five – star hotel

It is a hotel that provides at least 100 rooms, uses inner bathroom, and have 4 suite rooms. The size of the room is about 26 m², and the size of suite room is 52 m².

Agas International Hotel Solo is classified as a three star hotel because it has 45 rooms.

d. Classification of hotel based on the Plan Usage and Selling Power

1) European Plan

In the European Plan hotel, the hotel rate includes accommodation only, without meals.

2) American Plan

A hotel includes accommodation and meals American Plan is still divided into two types, there are:

a) Full American Plan (FAP).

Hotel rate that includes accommodation and meals (breakfast, lunch and dinner).

b) Modified American Plan (MAP)

Hotel rate that includes accommodation and meals (breakfast and lunch or breakfast and dinner).

3) Continental Plan

Continental Plan is a hotel rate that includes accommodation and continental breakfast.

4) Bermuda Plan

Bermuda Plan is a hotel rate that includes accommodation and American breakfast.

Agas International Hotel Solo is classified as a modified continental plan hotel, because the hotel rate includes accommodation and meals (room + breakfast).

e. Classification of hotel based on the Length of Stay

1) Transient Hotel

The lengths of guest stay in a hotel just for one or two night.

2) Semi- Resident Hotel

The lengths of guest stay in a hotel between two until one week.

3) Resident Hotel

The lengths of guest stay in a hotel more than one week or for long time.

4) Housekeeping Department

1. Definition of Housekeeping

Housekeeping department is one of the departments that has a role and vital function in providing maintenances and services to the guest especially the primary services. Housekeeping is responsible for keeping the attractiveness, completeness, cleaning service, gorgeous view and other public services the hotel in order to guarantee satisfaction and comfort of all guests and employees.

The term Housekeeping is coined from the word "house" "keeping", the word "house" means a building made for people to live in: a building made or used for special purpose. (A.S Hornby, 1995:577) and the word "keeping" means to continue to be in specific condition or position: to remain or stay to continue doing something; to do something repeatedly or frequently" (A.S Hornby, 1995: 647). From the definition above it can be concluded that "housekeeping" means

continue or making the condition or position of a building to remain the same, according to us purpose.

Rumekso in his book "Housekeeping Hotel" defines that: "Housekeeping is part of the hotel having duty and responsibility to keep cleanness, tidiness, neatness and freshness in all of hotel area, both outside and inside hotel area also included room and restaurant, office, and toilet rent by the guest" (2003:1). It means that housekeeping is a part of hotel which is responsible for the hotel building conditions. While, in his book "Room Division Knowledge ", Djumino explained that "Housekeeping is a part of Hotel which has responsibility about cleanness, and tidiness of hotel area, including handling the rotation of linen and uniform for the employees" (2003:16). It means that housekeeping has responsibility for the cleanness of hotel.

2. Definition of Order Taker

Order Taker is a part of housekeeping. It connects the housekeeping department with all other departments in the hotel. The function of order taker is ensuring that the guests who need the housekeeping services in term of the room condition are giving the best service. A housekeeping order taker should be followed up by housekeeping staff effectively.

a. The requirements for Order Taker Officer:

In order taker must have a good attitude, must be professional, and must be proper with to his or her role as an order taker. Therefore, an order take must meet the following requirements:

- 1) Having knowledge about all Public Areas in the hotel
- 2) Having knowledge about all rooms in the hotel (floor section).
- 3) Having knowledge about all in other outlets in the hotel.
- 4) Having knowledge about products professional (in / out hotel).
- 5) Having good skill in communication and in speaking English and other language.
- 6) Having ability to operate computer.
- 7) Having administration skills.
- 8) Having professional attitudes and appearance, meaning that an official order taker should have an attitude that may represent themselves personally or represent a company or hotel in serving visitors such as an trough need and attractive appearance and wearing the clean and tidy uniform in accordance with the requirement.
- 9) Having manners (courtesy), meaning that an order taker is actually paying attention to what the guest wants.
- 10) Having empathy meaning that order taker must understand the feelings of the guest under any circumstances, but still go into this situation in a manner that does not hesitate without showing too much attitude.
- 11) Having responsibility meaning that as order taker should be able to take the appropriate action and to find a way out of the right to guest satisfaction as a sense of full responsibility.

12) Having flexibility meaning that order taker will treat guests as whole persons and to contribute to providing advice and solutions that can be accepted by the guests

b. How to provide quality services to guests:

1) Reading the guest wants to give full attention to what will be delivered and how to deliver it.

2) Sorting or separating the visitor's desire with appropriate.

3) Solving the problems together to find a good solution

4) Provide the best service to the guests in accordance with the expected

5) Following up on all the issues that arise and making sure again that the guest will be satisfied with the service.

6) Dealing with the guest complaints by keeping the friendly and helpful attitude

7) Improving the quality of services in accordance with the guest desires without reducing standards.

c. Procedure and responsibility of Order Taker:

1) Housekeeping Office / Order Taker

a) Informing to supervisors about the room that will check out

b) Taking a copy of proof of payment at the checkout mini bar

c) Making a list of sold mini bar

d) Saving a list of sold mini bar

e) Creating a proof of loss that is approved by the housekeeper supervisors and front office cashier

- f) Making a list of missing mini bar
 - g) Saving a list of the missing mini bar
- 2) Floor Supervisor
- a) Communicating to the room attendant
 - b) Conducting the audit of the room
- 3) Room attendant
- a) Requesting permission for guests to check the mini bar
 - b) Checking the mini bar in the room
 - c) Registering the cashier about the mini bar that is consumed by the guests

CHAPTER III

DISCUSSION

A. Agas International Hotel Solo

1. Short history of Agas International Hotel Solo

Agas International Hotel Solo is a “three-star” hotel that is located at Jl.Muwardi 49, Solo. It is a strategic location, because it is near to the city center, shopping areas, Manahan stadium, and Balapan railway station.

Agas International Hotel Solo is a company under holding of PT.Artha Griya Awal Sejahtera. PT.Artha Griya Awal Sejahtera has some business sectors,

one of them is Agas International Hotel Solo. The name of the "AGAS" is a short form of (Artha Griya Awal Sejahtera).

Agas International Hotel Solo was built in the beginning of 1995 until the end of 1996, and it is operated since February 2nd 1996.

In the building of the hotel, 8 investors from Solo supported Agas International Hotel Solo, all of them participated in this business.

Agas International Hotel Solo consists of 5 floors. The 1st floor is used for the Front Office, Restaurant, Room service, kitchen, Meeting Room, Bar, and Lobby. The 2nd, 3rd, 4th are used for guest rooms, and this is the main income for the hotel. The 5th floor is used for meeting room, that is Turisari room.

2. The Facilities in Agas International Hotel Solo

Agas International Hotel Solo provides several facilities for the guest, they are:

a. Guest Rooms

Agas International Hotel Solo has 63 rooms with different types and prices. The differences of each room are in the space and the bathroom facilities. The first class is "suite room". It has a dining room and a guest room. The second class is "deluxe room". The room is simpler and smaller than suite room. The third class is "superior room". The room is smaller than suite and deluxe room. All the rooms are equipped with air condition, telephone line, mini bar, TV color, private bathroom, comfortable bed and chairs.

b. Meeting room

The meeting rooms are classified into three rooms, they are:

- 1) Turisari meeting room (for large / big capacity)
- 2) Mayangsari meeting room (for small – medium capacity)
- 3) Arumdaluh meeting room (for small capacity / 5-10 person)

c. Sekar Arum Restaurant

The location of this restaurant is in the 1st floor, it is in the hotel's lobby. There are mini garden and television that gives the fresh and relaxing atmosphere. It opens daily for 24 hours for breakfast, lunch, and dinner. Sekar Arum restaurant has two ways in serving the menu, these are: A La Carte menu and Buffet menu.

d. Melati Bar

Melati bar is located beside the Sekar Arum restaurant. It opens daily for 24 hours. It provides many kinds of drink.

e. Langen Harjo Swimming Pool with poolside bar.

f. Laundry service (for outside and in-house service).

g. Drugstore and souvenir shop.

h. Beauty parlor.

i. 24-hour room service

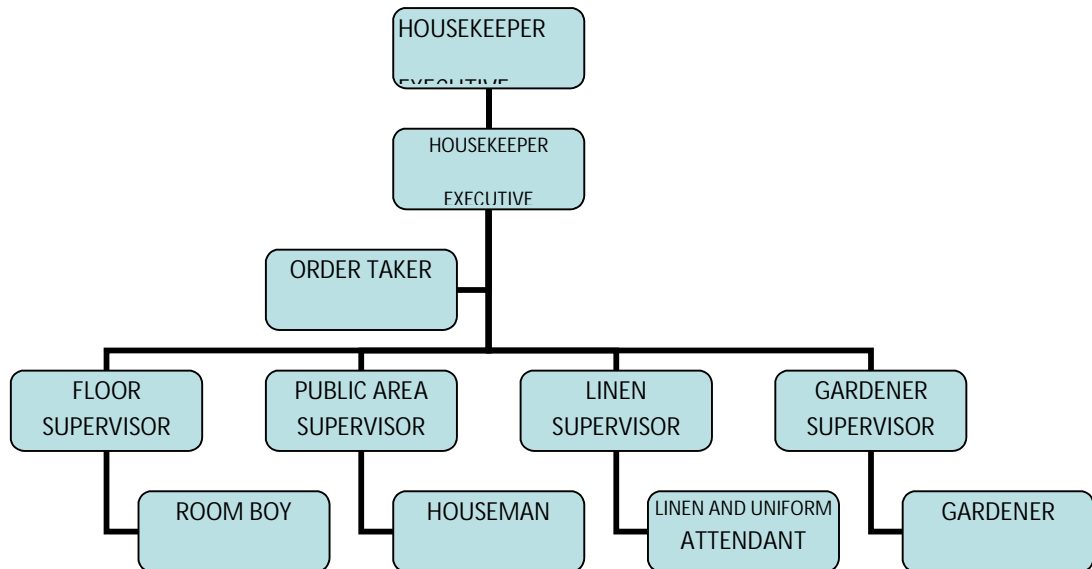
j. Daily newspaper (local and national).

k. Business Center.

l. Taxi and airline service.

m. Breakfast buffet.

3. The Organization Chart of Housekeeping Department in Agas International Hotel Solo



From the organization chart above the writer would like to describe the job of each section in Housekeeping Department. They are:

1. Executive Housekeeper

The duties of this section is coordinating the employee's job in Housekeeping Department, requesting the necessities of Housekeeping Department, evaluating the employee's job, inspecting all of the hotel areas, and handling the guest's complains.

2. Assistant Executive Housekeeper

The duties of this section is receiving reports from Front Office Department about the room status, handling the cleaning and guest supplies, receiving

and checking supervisor's report, arranging work time schedule for Housekeeping Department's employee.

3. Floor Supervisor

The duties of this section is distributing the room keys and work equipment for each room attendant in morning briefing, checking the reparation done by the engineering in rooms, checking and deciding whether the rooms are ready for sale or not, checking the completeness of the rooms, checking room attendant's daily work, receiving keys from room attendant, and checking room attendant work sheet.

4. Public Area Supervisor

The duties of this section is leading and controlling housemen's job, checking areas which are belong to his responsibilities, planning the general cleaning, checking the cleaning and chemical supplies usage, and reporting the Assistant Executive Housekeeper if there is any damage.

5. Linen and Uniform Supervisor

The duties of this section is taking responsibility in distributing linen for each room, taking responsibility in distributing employee's uniform, making daily administration of linen and towel, and proposing for additional linen and uniform if it is necessary.

6. Gardener Supervisor

The duties of this section is coordinating the job of gardeners, arranging all plants in hotel, asking for gardener's necessities and arranging gardener work time schedule.

7. Room Attendant

The duties of this section is taking responsibility in cleaning the guest room, keeping the hotel properties, Serving another guest request, and reporting the damage in room to floor supervisor.

8. Houseman

The duties of this section is taking responsibilities in cleaning all of public area in hotel, doing general cleaning instructed by public area supervisor, reporting to Public Area Supervisor if there is any damage, and helping Banquet section to keep the cleanliness of toilet if there is any event held in hotel.

9. Fitness and Swimming pool attendant.

The duties of this section is taking responsibility in cleaning swimming pool and fitness area, reporting to Food & Beverage Department if the guest in the swimming pool or fitness orders some food, doing general cleaning instructed by Public Area Supervisor, handling and serving the guest in swimming pool and fitness center.

10. Linen & Uniform Attendant

The duties of this section is distributing linen for guest room, picking up and counting dirty linen from the guest room, sending dirty linen to laundry, arranging clean linen and uniform in linen room.

11. Gardener

The duties of this section is taking responsibility in keeping the attractiveness of plants both inside and outside the hotel, arranging flower for banquet's necessities, changing old plant with the new one, and reporting the damage to the Gardening Supervisor.

12. Order Taker

The duties of this section is reporting the most actual condition of room status to Front Office department, making the "housekeeping report" then reporting them to related section, informing to room attendant if there is any room check in or check out, and handling the housekeeping administration.

B. Job Description and Activities of Order Taker in Housekeeping Department

1. The Job Description of Order Taker in Housekeeping department in Agas International Hotel Solo
 - a. Reading the log book, the expected arrival and expected departure lists.
 - b. Sharing the keys to the room boy in accordance with the room section.

- c. Following up the information received from the guests as well as from other departments such as: guest check-out, expected departure, expected arrival etc.
- d. Recording all information received in the log book.
- e. Providing information on the status of room to room boy.
- f. Being responsible for the extra expenditure items for guests.
- g. Creating a work order to be forwarded to the engineering department in accordance with the conditions of the damage reported by room boy.
- h. Controlling the use of guest supplies and acquisition into the warehouse.
- i. Ordering guest supplies and other items based on the operational needs.
- j. Ordering flowers for the front office and on-demand.
- k. Receiving and storing the master key assigned by the room boy at the end of the shift.
- l. Delivering important information through the log book to the next shift.
- m. Giving special attention to VIP guests, long staying guest, and house use.
- n. Fostering good relations with other departments.

Related to all of the responsibilities of an Order Taker mentioned above, an Order Taker must have a good relationship, either directly or indirectly with other departments in the hotel. This is because the job of an Order Taker will involve other departments and need supporting elements from other departments.

Additional task of Order Taker is fostering harmonious labor solidarity and establishing good cooperation with other department, creating and nurturing a healthy working atmosphere. Some important aspects in the

functioning of Order Taker is having a high sense of beauty, having knowledge of hygiene and sanitation, being industrious, creative and having high initiative of neatness and cleanliness of beauty. Order Taker must have collaboration with superiors and peers both inside it's own the department or another departments and they must be able to keep a secret.

Measures of Success of the Order Taker job service is the guest satisfaction (zero complaint), deliverance of all reports on time. In addition the measure of success is that there are no errors in both of the operational and implementation of tasks and works, Order Taker must be diligent and never absent from work and never change shift.

2. The Activities of Order Taker in the Housekeeping Department.

The activities of Order Taker in Housekeeping Department are:

- a. Reading the log book, sheet functions, expected arrival and expected departure. Sharing the keys to the room boy in accordance with the section.
- b. Following up the information which are received from the guests from other departments such as: guest check-out, expected departure, expected arrival, etc.
- c. Recording all the information which are received in the log book.
- d. Providing information on the status of room to room boy.
- e. Creating a work order to be forwarded to the engineering in accordance with the conditions of the reported damage room boy.

- f. Carrying out administrative and accounting of expenditure items and guest supplies in detail.
- g. Controlling the use of guest supplies and acquisition into the warehouse.
- h. Ordering the guest supplies and other items base operational needs.
- i. Delivering important information through the log book to the next shift.
- j. Ordering flowers for the front office and on-demand.
- k. Giving special attention to VIP guests, long staying guest, house use.
- l. Fostering good relations with other departments.

3. Problems of Order Taker in Agas International Hotel Solo :

Houseman is often too late in giving information on the vacant of room status, so the order taker's is late in changing the room status and in reporting it to front office. Guests often complain to the order taker about the condition of the room, but Houseman did not immediately make a follow up. Equipment used in the hotel is a tool that is old and not modern, so to do the job requires a long time. The crew at this hotel is limited so that the hotels often rely on trainee to finish the job.

4. Solutions the problem of Order Taker in Agas International Hotel Solo:

To solve the problem, the order taker has to communication via telephone frequently with Houseman on rooms condition. It will launch the running of information of room status and the guest complain. Although the equipment is not modern it still can be used successfully even require a long time. Hotel has to change them with new equipment to make the job easier. Hotels should not depend

on trainee, as they are still learning how to works properly. There must be a supervisor who will train them the right job, not only giving command.

CHAPTER IV

CONCLUSION

A. CONCLUSION

This is the last chapter of the final project report. The objective of this report is to describe the job description of Order Taker Housekeeping at Agas International Hotel Solo. In the final chapter, the writer will conclude the discussion regarding the objective of the final project report.

Order Taker is a part of Housekeeping. It connects the housekeeping department with all other departments in the hotel. The function of order taker is ensuring that the guests who need the housekeeping services in term of the room condition are give the best service. A housekeeping order taker should be followed up by housekeeping staff effectively.

The duties of Order Taker is a reporting the most actual condition of room status to Front Office department, making the "housekeeping report" then reporting them to related section, informing to room attendant if there is any room check in or check out and handling the housekeeping administration.

Additional task of Order Taker is fostering harmonious labor solidarity and establishing good cooperation with other department, creating and nurturing a healthy working atmosphere. Some important aspects in the functioning of Order Taker is having a high sense of beauty, having knowledge of hygiene and sanitation, being industrious, creative and having high initiative of neatness and cleanliness of beauty. Order Taker must have collaboration with superiors and peers both inside its own department or another departments and they must be able to keep a secret.

Measures of Success of the Order Taker job service is the guest satisfaction (zero complaint), deliverance of all reports on time. In addition the measure of success is that there are no errors in both of the operational and implementation of tasks and works, Order Taker must be diligent and never absent from work and never change shift.

B. SUGGESTION

After doing job training for the three month in Agas International Hotel Solo, the writer would like to give some suggestions to the Hotel, especially to the Housekeeping Department and to the University.

1. To the English Diploma Program Students in Letter and Fine Arts Faculty UNS

Before doing job training in hotel, the student should add knowledge about Hotel by reading the book or get information from internet. And the

hotelier lectures should give more practice than theory, because the theory is not enough if we have to practice in the work world.

2. To the Hotel

- a. The Hotel Management should be aware of the employee's welfare.
- b. The Housekeeping Department should hold and maintain a good relationship with other department.
- c. The Hotel Management should give the employees English course to improve their English.
- d. As a traditional and business hotel, most of the guests are foreigners visiting Agas International Hotel Solo, so the employees must have enough English skill. Practicing English in daily activity is good solution to refresh their mind in English fluently.

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